



Enterprise Edge 2.0 Unified Messaging Client Installation Guide

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Installing Enterprise Edge Unified Messaging Accessories

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Introduction

Enterprise Edge Unified Messaging accessories include:

- Enterprise Edge Unified Messaging
- Enterprise Edge Personal Mailbox Manager
- Enterprise Edge Operator Manager

Enterprise Edge Unified Messaging

Enterprise Edge Unified Messaging allows you to create and receive Enterprise Edge Voice Messaging messages on your personal computer (PC).

Enterprise Edge Personal Mailbox Manager

Enterprise Edge Personal Mailbox Manager allows you to manage from your PC all the mailbox features and functions that are available through **Feature 9 8 1**. Enterprise Edge Personal Mailbox Manager gives you the ability to:

- Initialize your personal mailbox
- Record and your primary, personal and alternate greetings
- Select your primary, personal and alternate greetings
- Change your spoken name that appears in the Company Directory
- Change your Target Attendant
- Set up and maintain Off-premise Message Notification
- Set up and maintain Outbound Transfer

Enterprise Edge Personal Mailbox Manager also gives the System Administrator access to Information Mailboxes, the System Administrator Mailbox, the Business Open status tab and the record Company Greetings tab.

Enterprise Edge Operator Manager

Enterprise Edge Operator Manager allows the System Administrator to manage the Enterprise Edge Voice Messaging **Feature 9 8 2** features and functions from a PC. Enterprise Edge Operator Manager gives the System Administrator the ability to:

- Change the Operator password
- Change the Business Status to open or closed
- Enable and disable the system attendant (Operator)
- Change the extension of the system attendant (Operator)
- Enable and disable the Enterprise Edge Voice Messaging Call Answer feature (Automated Attendant and call answering)

Installing the Enterprise Edge Unified Messaging software

The Enterprise Edge Unified Messaging software suite has both server and client components. The server part exists on the Enterprise Edge server. The client part of the Enterprise Edge Unified Messaging software must be installed on the PC of each subscriber.

This guide describes the procedures for installing the client part of the Enterprise Edge Unified Messaging software. All three Enterprise Edge Unified Messaging features are installed in a single procedure.

For Enterprise Edge Voice Messaging to be functional, the server part of Enterprise Edge Unified Messaging, called a seat license, must be enabled on the Enterprise Edge server. The Enterprise Edge Unified Messaging system comes with two Enterprise Edge Unified Messaging seat licences that are factory enabled. With two seat licences enabled, a maximum of two PCs running the Enterprise Edge Unified Messaging software can be connected to the server at any one time.

Prerequisites for installing Enterprise Edge Voice Messaging software on a PC running Windows NT®

Before you can use Enterprise Edge Unified Messaging accessories on a PC running Windows NT, the System Administrator must install Enterprise Edge Voice Messaging software. The installation of Enterprise Edge Unified Messaging requires the registration of several components in the Windows® registry.

PC prerequisites

Before you can install and use Enterprise Edge Unified Messaging, your PC must meet the following requirements:

- your PC must be running either Windows 95®, Windows 98® or Windows NT®
- your PC must be connected to the same TCP/IP network as the unified messaging server
- Microsoft® Exchange*, Microsoft Outlook® or Windows Messaging client software must be installed on your PC
- your PC requires at least 5 MB of free disk space to install the Enterprise Edge Unified Messaging software

*Microsoft Exchange versions 4.0.834.839, 4.0.837.6 and 4.0.835.1374 are **not** compatible with Enterprise Edge Unified Messaging. You must upgrade to a later version of Microsoft Exchange before attempting to install the Enterprise Edge Unified Messaging software.

Installing the Enterprise Edge Unified Messaging accessories

To install the Enterprise Edge Unified Messaging accessories software:

1. Exit any Windows-based programs that are running.
2. On the taskbar, click the **Start** button, point to **Find** and then click **Computer**.
The Find: Computer dialog box appears.
3. In the **Named** list box, type the name of the Enterprise Edge server or select the Enterprise Edge server from the list. If you do not know the name, ask your System Administrator.
4. Click the **Find Now** button.
The icon of the computer appears in the list below.
5. Double-click the computer icon.
The computer's window opens.
6. Double-click the **NortelDT** folder.
7. Double-click the **Unified Messaging** folder.
8. Double click the **setup.exe** file.
9. Follow the instructions on the display to complete the installation.

After the Enterprise Edge Unified Messaging client software is installed, continue with Configuring the Messaging Application Program Interface (MAPI) profile on page 9. You **must** configure your PC MAPI file before using the Enterprise Edge Unified Messaging software.

Configuring the Messaging Application Program Interface (MAPI) profile

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Before you use Enterprise Edge Voice Messaging software, you must configure the messaging profile on your PC.

Although most PCs have a single messaging profile, some PCs have multiple profiles, especially if the PC is shared by several users or is a laptop PC that is connected to different networks. These instructions assume that your PC has a single messaging profile. If you have multiple messaging profiles, you must repeat these instructions for each profile.

The windows that appear in this section are examples of configuring the Messaging Application Program Interface (MAPI) profile. Folder and file names vary depending on the configuration of your PC.

To configure the MAPI profile:

1. On the taskbar, click the **Start** button, point to **Settings** and then click **Control Panel**.
The Control Panel window opens.
2. Double-click the **Mail and Fax** icon.
Your Properties dialog box appears.
3. Click the **Add** button.
The Add Service to Profile dialog box appears.
4. Click **Voicemail Address Book** and then click the **OK** button.
5. Click **Nortel.nab** and then click the **Open** button.
6. Click the **Add** button to install the Enterprise Edge Unified Messaging Folders.
The Enterprise Edge Unified Messaging Folders are now installed into the directory and are part of your information services.
7. Select **Voicemail Folders** from the list and click the **OK** button.
The Create/Open Personal Folders File dialog box appears.
8. Move to the destination directory where you want to put the Enterprise Edge Unified Messaging Folders. Put the Enterprise Edge Unified Messaging Folders in the folder where you installed the Enterprise Edge Integrated Solution software.
9. In the **File name** box, type **NortelMS.pst** and click the **Open** button.

10. Click the **OK** button to accept the default settings for the Enterprise Edge Unified Messaging Folders.
The MS Exchange Settings Properties dialog box appears, with Voicemail Folders added to the list.
11. Click the **Add** button.
A list of available information services is displayed.
12. Select **Voicemail Messaging** and click the **Add** button to add Enterprise Edge Unified Messaging to the information service directory.
13. Select **Enterprise Edge Unified Messaging** and click the **OK** button.
Enterprise Edge Unified Messaging Messaging is now installed.
14. Select **Enterprise Edge Unified Messaging** and click the **Delivery** tab.
15. Select **Enterprise Edge Unified Messaging Folders** and click the up arrow key to move **Enterprise Edge Unified Messaging Folders** to the top of the list and then click the **OK** button.

If you have a single messaging profile, the MAPI profile is configured and Enterprise Edge Unified Messaging is ready to use.

If you have multiple messaging profiles, continue with [Configuring multiple MAPI profiles](#) on page 11.

Configuring multiple MAPI profiles

If your PC has multiple messaging profiles, you must configure each messaging profile you intend to use before you access the Enterprise Edge Unified Messaging software. You can skip any messaging profiles that do not have network connections.

To configure multiple MAPI profiles:

1. On the taskbar, click **Start**, point to **Settings** and then click **Control Panel**. The Control Panel window opens.
2. Double-click the **Mail and Fax** icon. Your Properties dialog box appears.
3. Click the **Show Profiles** button. The Mail and Fax dialog box appears with a list of the profiles set up on the computer.
4. Click the profile you want to configure, and then click the **Properties** button. The Properties dialog box appears for the selected profile.
5. Repeat the steps in [Configuring the Messaging Application Program Interface \(MAPI\) profile](#) on page 9 to add the Enterprise Edge Unified Messaging Address Book, Enterprise Edge Unified Messaging Folders and Enterprise Edge Unified Messaging to the messaging profile.

You are ready to use Enterprise Edge Unified Messaging.

Starting the Enterprise Edge Unified Messaging software

To start the Enterprise Edge Unified Messaging software:

1. On the taskbar, click **Start** and then click **Enterprise Edge Unified Messaging**.
2. Click the Enterprise Edge Unified Messaging feature you want to use.

Note: If you select Enterprise Edge Personal Mailbox Manager, you must enter the Operator password (Feature 9 8 2 password).

Removing the Enterprise Edge Unified Messaging software from a PC

You can remove the Enterprise Edge Unified Messaging software from your PC any time. To remove the Enterprise Edge Unified Messaging software you must:

- remove the Nortel services from your messaging profile
- remove the Enterprise Edge Unified Messaging services from Outlook
- remove the Nortel Fax printer
- uninstall Enterprise Edge Unified Messaging

Removing the Nortel services from your messaging profile

To remove the Nortel services from your messaging profile:

1. On the taskbar, click **Start**, point to **Settings** and then click **Control Panel**.
The Control Panel window opens.
2. Double-click the **Mail and Fax** icon.
Your Properties dialog box appears.
3. In the list, click **Nortel Address Book** and then click the **Remove** button.
A message appears asking you to confirm the deletion.
4. Click the **Yes** button to confirm the deletion.
5. In the list, click **Nortel Folders** and then click the **Remove** button.
A message appears asking you to confirm the deletion.
6. Click the **Yes** button to confirm the deletion.
7. In the list, click **Nortel Messaging** and then click the **Remove** button.
A message appears asking you to confirm the deletion.
8. Click the **Yes** button to confirm the deletion.
9. Click the **OK** button to close your Properties dialog box.

If you have configured multiple MAPI profiles, you must repeat this procedure for each profile.

Removing the Enterprise Edge Unified Messaging services from Outlook

To remove the Enterprise Edge Unified Messaging services from Outlook:

1. Start Outlook.
2. Click the **Tools** menu and then click **Options**.
The Options dialog box appears.
3. Click the **General** tab.
4. Click the **Add-In Manager** button.
The Add-Ins dialog box appears.
5. From the list select **Unified messaging Help Extension** and then click the **Remove** button.
6. From the list select **Unified messaging Strip Extension** and then click the **Remove** button.
7. From the list select **Voicemail Mailbox Manager** and then click the **Remove** button.
8. Click the **OK** button to close the Add-Ins dialog box.
9. Click the **OK** button to close the Options dialog box.
10. Quit Outlook.

Removing the Nortel Fax printer

To remove the Nortel Fax printer:

1. On the taskbar, click **Start**, point to **Settings** and then click **Printers**.
The Printers dialog box appears.
2. Select **Nortel Fax**.
3. On the **File** menu, click **Delete**.
A message appears that asks you to confirm the deletion.
4. Click the **Yes** button to confirm the deletion.

Uninstalling Enterprise Edge Unified Messaging

1. On the taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
The Control Panel window opens.
2. Double-click the **Add/Remove Programs** icon.
The Add/Remove Programs Properties dialog box appears.
3. In the list, click **Enterprise Edge Unified Messaging** and then click the **Add/Remove** button. A message appears asking you to confirm the deletion.
4. Click the **Yes** button to confirm the deletion.
The Uninstall program takes several seconds to remove the Enterprise Edge Unified Messaging software.
5. Click the **OK** button.
The Enterprise Edge Unified Messaging software is now removed from your PC.